

GFI/GFS/GFE SHARED SERVICES

Hanford Site Services support the mission and the associated activities assigned to the Hanford Site. A Site Service is defined as work related to the Hanford facilities and program support functions, which are not solely dedicated to one program and can be routinely utilized by more than one contractor. Service providers shall ensure that services are available as needed.

In addition DOE may make cost effective Hanford Site Services available to other federal entities, other DOE sites, commercial entities, and may also obtain services from other similar entities. Providers of Hanford Site Services are selected as the best organizations available with the requisite managerial ability and technical expertise within the area for which they are contracted. They are expected to focus on the integration of their services with Site mission requirements, provide the best value to DOE, and partner with their employees to ensure a safe and productive work environment.

In keeping with these expectations and to ensure Site-wide cost effective management of the services, DOE mandates that the services contractually provided by each service provider will not be duplicated by any other organizational entity on the Hanford Site unless such duplication has been determined by DOE to be in the best interests of the government.

Organizations may obtain Site Services by preparing an appropriate enabling document such as a Service Level Agreements, Memorandum of Agreement, Contract Release, Work Order, Customer Service Agreement, Procurement Request, or Letter of Instruction for issue to the contractor providing the Service (service provider). Annual service agreement documents are a preferred methodology for obtaining Site Services and should be negotiated in a manner that supports the requirements-based budgeting process. All requests for services other than emergency services shall be signed by an authorized individual of the requesting organization and must identify viable funding sources.

The requesting organization is responsible for scope definition, quality verification and oversight. The service provider is responsible for ensuring that necessary requirements are met.

Abbreviations

The following abbreviations are used to indicate DOE offices, contractors and providers responsible for each site service element.

DOE Offices

- *AED Analysis & Evaluation Division
- *AMRC Office of Assistant Manager for River Corridor
- *AMCP Office of Assistant Manager for Central Plateau
- *AMSE Office of Assistant Manager for Safety and Engineering
- *AMT Office of Associate Manager for Science and Technology

HQ OCI Headquarters Office of Counter-Intelligence
 *IPI Office of Intergovernmental, Public and Institutional Affairs
 **ORP Office of River Protection
 *SSD Site Services Division
 *RCA Regulatory Compliance & Analysis Division
 *RL U.S. Department of Energy, Richland Operations Office
 *SES Office of Security & Emergency Services
 * **RL** ** **ORP**

Contractors and Service Providers

AT&T AT&T Wireless Services
 Battelle
 BHI Bechtel Hanford, Inc.
 BPA Bonneville Power Administration
 CHG CH2M HILL Hanford Group, Inc.
 FH Fluor Hanford, Inc.
 LMSI Lockheed Martin Services, Inc
 Unitech
 PTH Protection Technology Hanford
 QWEST QWEST Communications

Services Provided for the 200 West Clinic

Service	Description	Prime Contractor	Preferred Provider	Responsible DOE Org.
Electrical Utilities	Provides for operation and maintenance of the Hanford electrical transmission and distribution system from a central electrical Dispatch Center. Provides preventive, predictive and corrective maintenance for the Hanford site electrical system. Maintenance functions include system inspections, high voltage testing, calibrations, repairs, relamping and troubleshooting, focusing on system protection systems. Provides electrical configuration management support to Hanford Site projects and decommissioning activities.	FH	FH	SSD
Occupancy Pool– Government Owned/Leased Facilities	Management and maintenance of government owned (office space and mobile structures), GSA leases for general-purpose offices and training spaces for facilities that house multiple programs/contractors. May also include facilities that are temporarily occupied by a single program/contractor.	FH	FH	SSD
Sanitary Waste Disposal	Provides disposal of sanitary solid waste including site-wide collection of approximately 305 dumpsters and management of disposal contracts for solid, biomedical and asbestos waste. Monitors and maintains the closed Hanford Solid Waste Landfill including periodic inspections, soil gas monitoring and leachate management and monitoring. Includes responsibility for operation of the inert and demolition landfill at Pit 9 and for contracts for disposal of solid waste, asbestos, medical waste, and drummed non-hazardous waste.	FH	FH	SSD
Telecommunication Service	Provides telephone service to the site.	FH	QWEST	SSD

Service	Description	Prime Contractor	Preferred Provider	Responsible DOE Org.
Fire Department	Provides services for DOE Assets which include fire marshall overview authority, fire suppression, pre-fire planning and prevention education, emergency rescue, technical rescue (confined spaces, hazardous areas, cave-ins, trench rescue, and situations where high angle rescue skills are needed), fire watches, emergency medical service, incident command, hazardous materials response, respiratory protection, building and ignitable and reactive waste site inspections. The department operates and maintains four fire stations and two maintenance facilities and has the capability to respond to mutual aid and state mobilization agreements that includes support to Energy Northwest.	FH	FH	SES
Electric Power for 100/200/300 Areas	Provides interface with BPA for utility services.	DOE	BPA	SSD
Fire Systems Maintenance & Testing	Provides corrective and preventive maintenance (includes deactivation/reactivation services) and functional tests on fire life safety protection systems, including all components of these systems, and maintains factory certification for all brands of systems.	FH	FH	SES
Safeguards and Security	Provides for the protection of SAS interests involving the use, processing, possession, receipt, shipment, storage and disposition of special nuclear material (SNM), classified matter, protection of personnel and government property. Responsible for integrating security operations for all subcontractors on the Hanford Site to include cross-cutting activities to protect SNM, classified information, facilities, government assets, and personnel. This includes Program Planning and Administration (includes but not limited to Vulnerability Assessments, Safeguards and Security Plans, SAS Strategic Plans, and technical analysis/security upgrade cost estimates, and special studies to ensure cost-effective SAS applications), Protection Program Management (Physical Security, Security Systems, Badging), Information Security (includes providing protection of classified and unclassified sensitive information generated, processed, and stored on the Hanford Site from loss, damage, and unauthorized disclosure; and integrates Operations Security, Classified Information Systems Security, Classified Matter Protection and Control, the Classification Office, Unclassified Cyber Security, Special Access Programs, Telecommunications Security, Technical Surveillance Countermeasures, and the Foreign National Visits and Assignments Program), Safeguards/Material Control and Accountability, and Personnel Security (includes but not limited to Personnel Security Assurance Program).	FH	PTH	SES

Service	Description	Prime Contractor	Preferred Provider	Responsible DOE Org.
Emergency Preparedness	Provides technical and administrative emergency management services to Hanford Emergency Preparedness (EP) Coordinates with DOE EP and DOE Office of Intergovernmental, Public and Institutional Affairs (includes ORP) staff in supporting the Hanford Emergency Operations Center (EOC); maintains and operates the Joint Information Center (JIC) and Occurrence Notification Center (ONC); and manages the Transportation and Radiological Emergency Preparedness Programs. In support of the DOE EP Program, integrates Hanford's Site-wide EP Program, including maintenance of the Hanford Emergency Plan and implementing procedures, managing the Hanford Site Emergency Exercise Program, maintaining the Site Emergency response organization and facilities, training site emergency response members, assisting RL in program management, assisting in the offsite interface program, and assisting with the emergency public information program.	FH	FH	SES
Hanford Patrol	Provides security services to the Hanford Site and is an integral part of the protection system and provides responders to alarms, and other emergencies/incidents 24 hours a day, seven days a week. This includes fully qualified Security Police Officers II and III, for protection of site targets, government assets and access control at Site Barricades. This includes the certified explosive detection K-9 and Search Teams. Provides a point-of-contact for 911 dispatch and emergency communications, and Washington State "ASSESS" law enforcement computer systems. Provides alarm and duress monitoring for Hanford Site alarmed facilities as required. Provides in-region tracking for radioactive shipments and single point of contact for all outbound Hanford-related radioactive/hazardous material shipments. Provides crash phone, siren, and traffic and crowd control during emergencies. Provides access control, conducts badge checks, issues temporary badges, and searches for prohibited articles.	FH	PTH	SES
Sewer Maintenance, Operations and Permits	Maintains the Hanford Site sanitary sewer system infrastructure.	FH	FH	SSD
Water Utilities	Manages the operation of three river pumping stations, four water reservoirs and associated pumps for a 120-mile distribution system. Operates valves to align water supplies in support of Program needs. Performs line flushes to maintain water quality and line disinfection.	FH	FH	SSD
Ventilation and Balance	Provides testing of ventilation and filters. Additionally, performs ventilation balance to maintain established flows and pressures on systems.	CHG	CHG	ORP
Road Services	Provides accident and spill cleanup, grading and sweeping of roads and shoulders, removal of road debris, minor road maintenance including crack sealing, patching, minor paving of potholes, road striping, and snow removal from primary and secondary roads as well as roads within the 200 and 300 Areas (includes parking lots, sidewalks, and the Federal Building). Crews are called out on an "as needed" basis and never on a "stand by" basis. Snow removal priorities are established each season in the "Snow Removal Plan" with BHI taking responsibility for some roads in their work area.	FH	FH	SSD

Operational Support and Services (required, if applicable)

Service	Description	Prime Contractor	Preferred Provider	Responsible DOE Org.
Badging	The Central Badging Office (CBO) processes and accounts for permanent security badges for employees, contractors, visitors, vendors and others as well as administering the Hanford Site temporary (self-expiring) security badge program. The CBO issues badges for foreign nationals and verifies security clearance levels for cleared visitors from other DOE sites.	FH	PTH	SES
Courier Services	Provides support for priority/emergency documents and materials including, but not limited to, payroll, cost accounting and accounts payable data. Provides support to the medical aid stations in transporting serum blood samples, medical supplies and x-rays, pickup and delivery of the Site's 600 instruments being calibrated, transport of new and used office machines as well as machines to and from repair facilities, and pickup and shredding of classified documents.	FH	FH	SSD
Desktop Services	Provides for computer maintenance, software, computer network, business machine repair, computer support, redeployment of computer hardware, integration, and related services.	FH	LMSI	SSD
Dosimetry	Provides services related to the monitoring and assessment of employee exposure to radiation at the Site.	PNNL	PNNL	SSD
Computerized Accident/Incident Reporting System (CAIRS) Database Administration	Provides database reporting for all OSHA reportable cases, traffic incidents and property damage events.	FH	FH	
Fleet Maintenance	Services include maintenance and repair of GSA and HO coded vehicles, engineering support, technical procedures, control of suspect/counterfeit fasteners, equipment modification control and facility safety (OSHA), fuel costing and invoicing, fuel delivery to areas not accessible to on-site fueling stations, and commercial equipment rental contracts.	FH	FH	SSD
GSA Vehicle Lease.	GSA provides vehicles and equipment, as described in the GSA schedule	GSA	GSA	SSD
Hanford Local Area Network (HLAN) Operation, Maintenance and Integration	Network Services provides for operation and maintenance of the Hanford Local Area Network (HLAN) infrastructure. Services provided include Network Administration, E-mail Administration and Support, Internet Support, Remote Access Services, Maintenance and Software Management, Technology Support for Hardware and Software, Network Management and Network Maintenance. The refresh of infrastructure related (i.e., non-application specific) server resources is also included. Services also include Design Authority, Configuration Management and Network Integration Services for HLAN.	FH	LMSI	SSD

Service	Description	Prime Contractor	Preferred Provider	Responsible DOE Org.
Mail	Provides site-wide delivery and pickup of interplant and U.S. Postal mail; maintenance of the mail stop identification number (MSIN); obtaining and maintaining receipts on accountable mail (registered, certified, priority and insured); and addressing services for mail distribution.	FH	FH	SSD
Paging Services	Provides pager services including maintenance, operation radio spectrum licensing, and other related services. This also includes administration of the regional paging contract (Kelly) and the national paging contract (PageNet).	FH	LMSI	SSD
Radio Services	Provides for radio communication services including two-way, fire dispatch, safety and emergency preparedness, and security systems.	FH	LMSI	SSD
Records Storage	Provide long-term records storage services. These services include receipt, retrieval and retirement.	FH	LMSI	SSD
Tours	Coordinates and conducts road tours of the Hanford Site for large groups of internal and external stakeholders that require buses for transportation if available and appropriate.	FH	FH	IPI
Workers Compensation	Provides for costs associated with Washington State Work Compensation Program	DOE		
Electric Power for the 700/1100/3000 Areas	The City of Richland provides electrical power and services.	DOE		SSD
City of Richland Water, Sewer and Sanitation Services for areas outside of the Hanford Site.	City of Richland provides water, sewer and sanitation services.	DOE		SSD
Hanford Reach Publication	Provides the Hanford Reach publication to the Site	FH	FH	IPI
Telecommunication Service	Provides telephone service to the site.	FH	QWEST is available on DOE hub or Verizon	SSD
Reading Room	Public reading room of DOE literature.	Battelle	Battelle	AMT
Technical Library	Provides the Technical Library located at the Richland WSU Campus	Battelle	Battelle	IPI

Optional Services

Service	Description	Prime Contractor	Preferred Provider	Responsible DOE Org.
Centralized Consolidated Recycling Center (CCRC)	Provides waste minimization / pollution prevention (WM/P2) support to the Hanford Site through the management and operation of the Centralized Consolidation/Recycling Center (CCRC). The <i>Management Plan for Recyclable Materials Administered by Hanford's Centralized Consolidation/Recycling Center</i> , HNF-EP-0863, Rev. 1 describes the process and requirements for recyclable materials. Only recyclable materials managed in accordance with HNF-EP-0863, Rev. 1 will be accepted at the CCRC. Other methods for management of recyclable materials are not part of this service. The following materials are aggregated for recycling at CCRC: aerosol products; mercury and mercury containing equipment; universal waste lamps and batteries; crushed fluorescent lamps; lead-acid batteries; electric ballasts or capacitors; used shop towels; used oil, and spent antifreeze. The program seeks to minimize hazardous waste disposal whenever possible through reuse of chemicals and/or recycling performed by off-site vendors.	FH	FH	SSD
Digital Photography Services	Provides high-resolution scanning, enhancement, and manipulation of photographic images and high quality output of image files and computer-generated presentations.	FH	LMSI	SSD
Graphics Design	Provides display and exhibit production which includes the creation and production of portable or permanent graphics for trade shows, poster presentations, corporate environments, museums, marketing exhibits, corporate events, promotional items and kiosks. Services are concept coordination, design, mock-ups, production and setup.	FH	LMSI	SSD
Investment Recovery Operations	Provides processes, programs, and disposal of assets no longer required in support of the Hanford mission. Provides processes and support for DOE mandated donations (i.e., Gift Program, Economic Development).	FH	FH	SSD
Non-Hazardous Materials Recycling	Provides for the collection and off-site recycling of various non-hazardous waste streams as part of general waste minimization / pollution prevention (WM/P2) efforts. Uses competitively outsourced contracts whenever possible to provide best value to the government. Managed waste streams include: office paper, mixed paper, cardboard, plastic, glass, tin, software and data storage media, and scrap metal consisting of ferrous and non-ferrous metals, lead, copper, and brass, as well as metal furniture and appliances.	FH	FH	SSD
Reproduction Services	Provides onsite-printing, offsite-printing, duplicating, engineering reproduction and binding services.	FH	FH	SSD
Personal Property Management	Provides for the management of the DOE-owned property located on the Hanford Site. Scope of effort involves management of approximately 72,000 records of property valued at approximately \$4.3 Billion.	FH	FH	SSD

Service	Description	Prime Contractor	Preferred Provider	Responsible DOE Org.
Media Services	Provides industrial photographers for Site Mission documentation, including zone work, construction and demolition coverage; video production services; and preparation and publication of all document types from standard technical and engineering reports to proposal and high-end “glossy” reports for DOE and public audiences. Responsible for the vending of all photography and document preparation services.	FH	LMSI	SSD
Video Tele-conferencing	Provides operational support for Video-Teleconferencing (VTC) including room setup and connections.	FH	LMSI	SSD
Records Information Management	Provides the records management, document control program, and RIM investment project. Activities include integrated document management, magnetic/microfilm conversion, IRM/CIO investment project, annual RIDS update, facility turnover process and legacy media retrieval.	FH	LMSI	SSD
Locksmithing Services	Provides locksmith support for the installation, replacement and maintenance of locks, keys and access control systems.	FH	PTH	SES
Cellular Services	Provides Cellular Services for Hanford Contractors.	FH	AT&T	SSD
Non-Hazardous Materials Recycling	Provides for the collection and off-site recycling of various non-hazardous waste streams as part of general waste minimization / pollution prevention (WM/P2) efforts. Uses competitively outsourced contracts whenever possible to provide best value to the government. Managed waste streams include: office paper, mixed paper, cardboard, plastic, glass, tin, software and data storage media, and scrap metal consisting of ferrous and non-ferrous metals, lead, copper, and brass, as well as metal furniture and appliances.	FH	FH	SSD
Just-In-Time (JIT) Buyers	Provides qualified procurement support for the development, negotiation, and administration of purchase orders and contracts.	FH	FH	SSD